SECTION 11.22
UTILITY FAILURE: WATER

**PROCEDURES TO BE FOLLOWED IN THE EVENT THAT A
UTILITY FAILURE AFFECTS LOMA LINDA UNIVERSITY HEALTH**

All Personnel

Ensure personal safety and check on those around you: Loss of water in buildings can limit access to water for consumption, use of sinks (hand hygiene, washing), ability to flush toilets, use showers, and perform some laboratory functions.

- **Do not call Security to report the water failure:** Contacting Security Control Center to report the water failure or inquire about the status of water prevents officers from responding to emergency calls.
- **Report life threatening situations and hazardous conditions:** Report any life-threatening conditions or hazardous conditions (e.g., water leaks, broken pipes, standing water) to Security Control Center.
- **Submit a Disaster Condition Assessment Form (DCAF):** Submitting the DCAF is the best way to report a water outage and impact on your unit/department. The DCAF can be found on OnePortal under Emergency Preparedness and Response and should be submitted electronically.
- **Standby for communication on duration of outage.** The Incident Assessment Team will determine the cause of the outage, duration, and communicate information and interim actions for outages greater than one hour.

Clinical Personnel

1. **Assess staff and patients:** account for staff and patients on unit or department and identify anyone that needs assistance resulting from the loss of water. Utilize bottled water for consumption needs.
2. **Bottled Water:** Nutritional Services will begin distribution of bottled water during extended water system outages. This water may be used for consumption and hand hygiene.
3. **Hand Hygiene:** bottled water can be used to perform hand hygiene in existing sinks if there is no impact to the sewage system. Have a co-worker pour water on your hands, soap and lather, then rinse with additional water from a bottle.
4. **Toilets:** use of toilets for liquid waste may continue, but normal flushing will not be possible. Utilize bathroom facilities in other sections or buildings that still have water service. Toilets with solid

waste may be "bucket flushed" if amble supply of water is available to be brought on site; DO NOT use bottled water for this purpose.

5. **Showers:** Utilize wipes and/or sponge baths for patient care until water service is restored. DO NOT discard wipes in toilets.
6. **Operating Room:** determine if surgeries need to be wrapped up and/or cancelled as a result of the water outage. Notify department leadership and Administrator On-call.
7. **Labs:** determine if lab operations are impacted as a result of the water outage. Notify department leadership and Administrator On-Call
8. **Dialysis:** determine impact on dialysis operations resulting from the water outage. Notify department leadership and Administrator On-Call

Security Control Center

1. Receive reports of life-threatening situations and hazardous conditions such as persons needing assistance, immediate damage assessments, water leaks, broken pipes, or standing water.

2. **Notify the LLUH Incident Assessment Team**
   - Initiate Incident Assessment Team conference call
   - Provide briefing and status report
   - Initiate and schedule Administrative Briefing notification

3. **Notify, as indicated:**
   - Emergency response agencies
   - Emergency Department
   - Campus Engineering/Facilities Management
   - Office of Environmental Health & Safety
   - Office of Radiation Safety
   - Emergency Management Staff
   - LLUH Administration

Incident Assessment Team

Assess the scope, cause, impact, and projected resolution of the water outage and provide communication updates.

1. Provide initial notification to Administration
2. Coordinate response with Administrator-on-Call
3. Provide regular status updates to Administration
4. Sent out employee communication as needed
5. Send out communication when water has been restored.

Power Plant

1. Check status of LLU private water supply, wells, and tank.
2. If issue is with LLU private water supply, wells, or tank, initiate steps to resolve outage
3. Report cause, location, and scope of impact to the Incident

| | Assessment Team |
| | 4. Report ETA on water restoration when available. |

Facilities
1. Determine cause and monitor status of water outage, initiate steps to resolve outage
2. Communicate cause, location, and scope of impact to the Incident Assessment Team
3. Report ETA on water restoration when available
4. Respond to healthcare facility emergencies relating to the outage.

Campus Engineering
1. Determine cause and monitor status of water outage, initiate steps to resolve outage
2. Communicate cause, location, and scope of impact to the Incident Assessment Team
3. Report ETA on water restoration when available
4. Respond to LLU building emergencies related to the outage.

Security
1. Respond to and investigate any life-threatening conditions or hazardous conditions (e.g., water leaks, broken pipes, standing water).
2. Communicate hazards and conditions to the Security Control Center so information is relayed to the Incident Assessment Team.

Nutritional Services
1. Begin distributing bottled water to clinical units for water outage is projected to be greater than one hour or when directed by the Administrator-on-Call.

Administrator-on-Call
1. Obtain water outage updates or briefing from Incident Assessment Team.
2. If the situation indicates:
   • Assume command.
   • Declare a Disaster Condition, in consultation with the Emergency Operations Manager or designee.
   • Assume or assign the role of Incident Commander.
   • Activate the LLUH Command Center.
3. Ensure that necessary response and recovery actions are implemented and carried through to completion.

PREPARATION

Education and Training: Training and education is provided in the annual *B.L.U.E. Book* and through department in-service training.

Emergency Drills and Exercises: Utility failure protocols are tested periodically in select quarterly disaster drills and exercises.

MITIGATION

Hazard Vulnerability Analysis (HVA):

1. A Hazard Vulnerability Analysis (HVA) is performed annually to update the priorities assigned to emergency incidents for use in emergency planning.

2. Hazard vulnerability assessment results drive priorities in preparation, training, education, and drills and exercises.

Utility Systems Protection

Facilities Management, Campus Engineering, and Power Plant are responsible to implement provisions to reduce the likelihood and severity of disruptions in utility service, including:

- Electrical Distribution;
- Emergency Power;
- H.V.A.C. Systems;
- Plumbing and Water Delivery System;
- Medical Gas Systems (LLUSCD);
- Medical Vacuum Systems (LLUSCD);
- Communication Systems.

Medical Equipment Protection

The Clinical Engineering Department is responsible to implement its program designed to reduce the incidence and severity of equipment failure and to ensure that clinical staff are knowledgeable and confident in the operation, performance and reliability of the medical equipment they use.

LLUH Research Integrity:

Departments with critical research data and specimens are responsible to ensure basic controls and policies are in place to protect their research. This will include but not be limited to:
- Facilities
- Maintenance and Testing
- Inventory
- Redundancy
- Records Management

RECOVERY

General Responsibility

Responsibility for implementing recovery processes resulting from significant utility outages is shared by the President, CEO, COO, the Executive Vice President of Nursing, the Executive Vice President of Finance, and the Senior Vice President, Risk Management.

Facilities Recovery   Responsibilities and procedures for facilities recovery operations are detailed in *Section 6.2* of the LLUH Emergency Operations Plan.